

## Medivet FAQs for taking payments Covid-19 (updated 25 March 2020)

Medivet have kindly provided a number of FAQ's to include at [www.rcvsknowledge.org/covid-19](http://www.rcvsknowledge.org/covid-19). RCVS Knowledge felt that the below provided supplementary advice to what has already been included on the page.

### Q. Should we still be taking cash from our clients?

A. Payment should continue to be taken for all products and services we provide. Our preference would be for clients to pay by card to reduce the risk of contact but do accept this is not always possible.

If there is no alternative to cash, follow the guidelines below:

1. Use disposable gloves when taking cash from the client.
2. Cash to be placed in till / cash box
3. Dispose of used gloves

Ensure that cash is not counted or placed on any of the clinic surfaces.

### Q. We only have one key pad for card payments, how do we remain safe?

A. We are currently sourcing additional dual key pads for those practices that do not currently have them. We will keep you updated on expected delivery. We are also in the process of sourcing wet covers, which can be used to cover the keypad of the card machine when in use. The wet cover can then be removed and disinfected after each use.

### Q. Can I directly spray the card machine with disinfectant?

A. No, this can damage the terminal.  
Instead, clean the machine in the following way:

1. Take a slightly damp cleaning cloth
2. Spray the disinfectant directly onto the cloth
3. Wipe over the terminal



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